Prince Edward Island
CANADA

Public Service Commission

Annual Report 2003-2004

Prince Edward Island
Public Service Commission

Annual Report

For the fiscal year
April 1, 2003 to March 31, 2004

Cover Photo:
Premier's Long-term Service Award Recipients
25, 30 and 35 years service

Message From the Minister

October 13, 2004

The Honourable J. Léonce Bernard
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9

Dear Sir:

In accordance with Section 4 of the *Civil Service Act*, I have the honour to submit the report of the Prince Edward Island Public Service Commission for the year ending March 31, 2004.

Respectfully submitted,

P. Mitchell Murphy
Minister Responsible for the
PEI Public Service Commission

Message From the Chair

October 13, 2004

The Honourable P. Mitchell Murphy
Minister Responsible for the
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Sir:

I have the honour to present to you the Annual Report of the Prince Edward Island Public Service Commission for the year ending March 31, 2004.

The report offers detailed information about the programs and activity undertaken by the board and its staff during the past year.

Respectfully submitted,

Basil Haire
Chair, PEI Public Service Commission

Table of Contents

Chief Executive Officer's Message 2

Communication du directeur général 3

Board Members 4

Executive Summary 5

Résumé 9

Divisional Reports

- Staffing and HR Planning Division 14
- Classification and Labour Relations Division 16
- Corporate Services, Systems and Administration Division 18
- Learning and Development Division 20

PSC and the *French Languages Services Act* 24

La Commission de la fonction publique et la *Loi sur les services en français* 25

Progress Report on the Implementation of the Workplace Diversity Policy 26

Organizational Chart 28

Appendix A – Public Service Commission Budget 29

Appendix B – Civil Service Establishment 31

Appendix C – Staffing Statistics 34

Appendix D – Classification Report 35

Message From the Chief Executive Officer

Mr. Basil Haire, Chair
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Mr. Haire

I am pleased to present the 2003-2004 Annual Report of the activities of the PEI Public Service Commission.

The past year was very busy and challenging for the Public Service Commission. The highlights included the beginning of work on a major casual conversion initiative and the development and coordination of a review process to facilitate Executive Council's review of all requests to staff vacant positions.

Contracted service delivery to the health regions continued to have a significant demand on staffing and classification. As a result, the PSC and the regions have both committed to using a Client Orientated Service Improvement Program Model (COSIP) to develop new approaches and improve their delivery processes.

The PSC continued to provide workplace diversity education to government departments and supported employment equity clients in their quest for public service employment.

The Classification and Labour Relations division were also affected by heavy demands of the casual conversion project with approximately 350 reviews, while continuing with the regular classification requests. Education sessions on the classification system continued to be popular and assisted in facilitating an understanding of the system. Initial work on developing a training video on classification has also taken place.

During the year records series inventories were completed for all PSC records and a total of 51 records retention and disposition schedules were approved by the Public Records Committee.

Migration to the automated pension system continued during the year and this project will be completed in 2005. Treasury Board also approved the transfer of the responsibility for the administration of the Teachers' Superannuation Fund from the Department of Education to the Employee Benefits Section.

Both the Unionized and Excluded Training and Development Funds witnessed strong activity which will enhance the knowledge and skills of employees. There are approximately six employees completing their masters programs, close to 30 employees who are working toward their bachelor programs. Programs include but are not limited to: approximately 30 employees (and an additional nine group applicants) working toward their Conflict Resolution Certificate; and approximately 20 employees enrolled in the Human Resource Management Program, the Management Development Program for Women or the Management Development Program. Employees are gaining valuable education with this fund.

The Pathways to Leadership Program saw its third intake of leadership candidates. Assistance from the Excluded and Unionized Development and Training Fund made this possible.

In closing, I want to recognize all PSC staff for their dedicated efforts during the past year.

Respectfully submitted,

Jim Ferguson
Chief Executive Officer

Communication du directeur général

Monsieur Basil Haire, président
Commission de la fonction publique de l'Île-du-Prince-Édouard
C.P. 2000
Charlottetown (Î.-P.-É.) C1A 7N8

Monsieur le président,

Je suis heureux de vous présenter le rapport annuel 2003-2004 des activités de la Commission de la fonction publique (CFP) de l'Île-du-Prince-Édouard.

La CFP a connu un exercice très occupé et rempli de défis. Les points saillants comprennent le début d'un projet important de conversion des emplois occasionnels, ainsi que la création et la coordination d'un processus facilitant l'examen par le Conseil exécutif de toutes les demandes de dotation de postes vacants.

La prestation de services contractuels aux régies régionales des services de santé continue de compliquer considérablement la dotation et la classification. Par conséquent, la CFP et les régies régionales se sont engagées à utiliser un modèle de programme d'amélioration des services axé sur le client afin de concevoir de nouvelles approches et d'améliorer leur processus de prestation.

La CFP a continué de dispenser aux ministères des séances de formation sur la diversité en milieu de travail, en plus de soutenir les membres des groupes de l'équité en matière d'emploi dans leur quête d'un emploi dans la fonction publique.

La Division de la classification et des relations de travail a également dû répondre à de nombreuses demandes liées au projet de conversion des emplois occasionnels, soit quelque 350 demandes d'examen, en plus des demandes périodiques de classification. Les séances de formation sur le système de classification sont toujours aussi populaires et aident à mieux comprendre le système. On a aussi commencé à concevoir une vidéo de formation sur la classification.

Au cours de l'exercice, on a complété les inventaires de dossiers par séries de tous les dossiers de la CFP, et le Comité des dossiers publics a approuvé un total de 51 calendriers de conservation et d'élimination des dossiers.

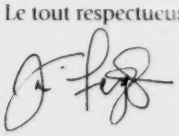
On a aussi poursuivi l'installation du système de gestion des pensions automatisé, qui se terminera en 2005. Le Conseil du Trésor a également approuvé le transfert de la responsabilité de l'administration de la caisse de retraite des enseignants du ministère de l'Éducation au secteur des avantages sociaux.

On a beaucoup sollicité les fonds axés sur la formation et le perfectionnement des employés syndiqués et exemptés, ce qui permettra d'accroître les connaissances et les compétences des employés. Environ 6 employés poursuivent une maîtrise, alors que près de 30 autres sont inscrits à un programme de baccalauréat. Entre autres, environ 30 employés et 9 candidats de groupes visent l'obtention d'un certificat de résolution des conflits, et quelque 20 autres sont inscrits soit au programme de gestion des ressources humaines, au programme de perfectionnement en gestion pour les femmes ou au programme de perfectionnement en gestion. Grâce à ces fonds, les employés bénéficient d'une possibilité de formation précieuse.

Un troisième groupe de candidats à des postes de leadership se sont inscrits au programme Pathways to Leadership, ce qui a été rendu possible grâce aux fonds axés sur la formation et le perfectionnement des employés syndiqués et exemptés.

En conclusion, je tiens à remercier tout le personnel de la CFP pour son dévouement au cours du dernier exercice.

Le tout respectueusement soumis,



Jim Ferguson
Directeur général

The PEI Public Service Commission Board Members

Basil Haire, Chair

Mr. Haire is currently a private consultant whose work includes sessional lecturer at UPEI, and instructor, facilitator and adviser on organizational review issues. He has a lengthy career in the educational sector as teacher, guidance counsellor and administrator and most recently has also worked in administration in the health sector.

Maureen Doyle

Ms. Doyle has 15 years experience in the administrative field. She was employed with Dalhousie University, Portland Estates Ltd. and departments of Transportation and Communication and Lands and Forestry in Nova Scotia.

Ms. Doyle presently lives in Earnscliffe.

Blair James

Mr. James works with Housing Services, Queen's Region Health Authority. He has been employed in the housing field for the past 34 years.

From 1977 until 1980, Mr. James was President of the Union of Public Sector Employees; and for three years, he served as Vice-president of the National Union of Provincial Government Employees.

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Executive Summary

The Prince Edward Island Public Service Commission is composed of four divisions:

- Staffing and Human Resource Planning
- Classification and Labour Relations
- Corporate Services, Systems and Administration
- Learning and Staff Development

The Staffing and Human Resource Planning Division provides a centralized staffing service to both the civil service and the health regions.

A major casual conversion initiative began early in the year, converting over 300 casual positions to permanent status. Long-standing casual positions were identified and those required for essential business were converted to permanent status and they were staffed in accordance with the *Civil Service Act* and the UPSE Collective Agreement.

During the year, restraint measures were developed to deal with the deficit and one of those related to Executive Council approval to staff any vacancy within the civil service, health regions and the education system. The Public Service Commission was tasked with developing a review process and processing Executive Council staffing request memorandums on a weekly basis.

In relation to recruitment, the Public Service Commission partnered with the Department of Education to sponsor a recruitment event on National Take Your Kids to Work Day. A second initiative saw high school students, career changers and parents receive current local labour market information through funding from LMDA.

The Corporate Human Resource Strategy which was developed for the civil service for the years 2002 to 2005 was reviewed by the Deputy Ministers' HR Sub-Committee.

Over the past year, the Public Service Commission continued to provide workplace diversity education to government departments and supported employment equity clients in their quest for public service employment.

The Classification and Labour Relations Division provides classification services to the civil service in accordance with the *Civil Service Act* and to the regional health authorities, regional school boards and other public sector organizations on a contractual basis.

Approximately 350 regular classification reviews were conducted during the year as well as 255 position reviews for the casual conversion project.

The civil service client group received training on job description writing, roles and responsibilities and the evaluation system. Similar training is also being planned for the health sector.

The division continues to participate with the other Atlantic provinces in the Atlantic Benchmark Project. During the past year, the benefits information and the online system for continuous update and maintenance requirement received significant attention and it is now planned that the project will be implemented next year.

The division represented Treasury Board at two collective bargaining tables including clerical and technical workers represented by the International Union of Operating Engineers and the social worker, para-nursing and administrative employees represented by the Union of Public Sector Employees. Both achieved three agreements through negotiation.

The division continued to coordinate training for managerial and supervisory employees through the labour relations series modules provided through the contract with HRA Inc.

The Corporate Services Section of the Corporate Services Systems and Administration Division coordinates the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR-related issues.

During the year the division coordinated the completion of records series inventories for all PSC records. A total of 51 records retention and disposition schedules were approved by the Public Records Committee.

The Public Service Commission remains committed to the upgrade and implementation of the payroll/human resource management system. Staff continued to do background work on this initiative during the year.

When the mainframe system was decommissioned in March 2004 the payroll system was migrated to a Unix environment. The Systems and Administration Section staff were heavily involved in system testing to ensure the payroll continued to operate as expected.

Systems and Administration staff also assisted the Staffing and HR Planning Division to review and identify improvements to the online jobs site.

In August 2003, Treasury Board approved the initiative to transfer responsibility for the administration of the Teachers' Superannuation Fund from the Department of Education to the Employee Benefits Section of the Public Service Commission. The transition of the administration duties will take place next year with the conversion of teachers' data to the Ariel pension administration system to be completed in 2005.

During the year Employee Benefits staff conducted 11 information sessions for more than 300 employees.

The 2003 Public Sector Pension Plan Administrators Conference was held in Charlottetown from July 27 to 30 and was jointly hosted by the Province of PEI and the PEI Teachers' Federation.

In June 2003 there was a third intake of leadership candidates for the Pathways to Leadership Program which was launched in June 2000. The organization recognized the value of this program by offering new employment opportunities within the provincial civil service to several graduates of the first and second program groups.

The Learning Centre continued to partner with the Managers' Network to deliver learning opportunities to managers and supervisors working in the three levels of the PEI public service.

Activity in both the Unionized and Excluded Employee Development and Training Funds continued to be very strong during the year. By the end of the fiscal year, $300,000 in total funding had been awarded to eligible employees through the funds.

A major time commitment this year for Occupational Health and Safety was acting as a resource to individual departments in writing their OHS programs.

Training was provided to over 730 employees in areas such as confined space awareness, ergonomics, fall protection and general safety awareness.

A total of 106 incidents and 47 time-loss accidents were investigated and recorded in the database.

The demand for EAP counselling services continued to be strong with requests from all sectors. There were 370 new requests with 103 of these coming from the civil service, 92 from the school sector and 175 from the health sector.

EAP staff also coordinated training in conjunction with worksite wellness committees. Specific sessions were delivered across all three sectors in the area of stress management.

The French Language Training Centre provided full-time language training to federal government employees through a contract with the Public Service Commission of Canada.

The centre also had a part-time program which is comprised of levels from beginner to maintenance and operates over two semesters in various locations across the Island. During the year 251 employees completed a total of 1,289 hours of instruction in French.

A number of recommendations from the Workplace Wellness Corporate Plan were implemented during the year including the launching of the Wellness Intranet Site and the initiation of the employee payroll deduction plan for fitness memberships.

The PSC continued to coordinate the Employee Innovation Awards Advisory Program. The program was created to encourage innovation within the Public Service and recognize and reward employees and teams for suggesting innovations which are implemented and which significantly reduce government costs, improve service to the public or result in improvement to workplace safety or wellness.

During the year there were 21 suggestions implemented and 22 are still under review to determine if they can be implemented. Implemented suggestions result in significant improvements to the public service.

The winner of the plaque for the department whose employees submitted the most suggestions was Transportation and Public Works and the winner for the department whose employees had the most suggestions implemented was Development and Technology. The departmental award for recognition of innovative corporate initiatives in departments that would not fit the criteria for the regular Employee Innovation Awards Advisory Program was presented to the Department of Agriculture, Fisheries, Aquaculture and Forestry.

The PSC also organizes and coordinates the Long Term Service Recognition Program which honors employees who have completed 20, 25, 30 and 35 years of continuous service.

Premier Pat Binns hosted a reception on June 20 for civil service employees who earned an award for 20, 25, 30 and 35 years of continuous service. There were two people with 35 years of service; 35 people with 30 years of service; 45 people with 25 years of service; and 39 people with 20 years service.

These highlights help to reflect not only the level and variety of activity during the year but also the PEI Public Service Commission's success in fulfilling its mandate.

Employee Innovation Awards
Programme des prix d'innovation des employés

Résumé

La Commission de la fonction publique (CFP) de l'Île-du-Prince-Édouard se compose des quatre divisions suivantes :

- Dotation et planification des ressources humaines;
- Classification et relations de travail;
- Services ministériels, systèmes et administration;
- Apprentissage et perfectionnement du personnel.

La Division de la dotation et de la planification des ressources humaines fournit à la fonction publique et aux régies régionales des services de santé un service de dotation centralisé.

On a commencé un projet important de conversion des emplois occasionnels au début de l'année, convertissant plus de 300 emplois occasionnels en postes permanents. On a cerné les emplois occasionnels de longue date, puis converti en postes permanents ceux correspondant aux activités essentielles. On les a ensuite dotés conformément à la *Civil Service Act* (loi sur la fonction publique) et à la convention collective du Syndicat des employés de la fonction publique (SEFP).

Au cours de l'exercice, on a établi diverses mesures de contrôle pour remédier au déficit, dont une se rapportant à l'approbation par le Conseil exécutif de la dotation de tout poste vacant au sein de la fonction publique, des régies régionales des services de santé et du système d'éducation. La CFP avait pour tâche de concevoir un processus d'examen et de traiter hebdomadairement les notes de service du Conseil exécutif concernant les demandes de dotation.

Quant au recrutement, la CFP s'est associée au ministère de l'Éducation pour parrainer une activité de recrutement dans le cadre de la journée nationale *Invitons nos jeunes au travail*. Une autre initiative, financée par l'Entente sur le développement du marché du travail (EDMT), consistait à fournir des renseignements à jour sur le marché du travail local aux élèves du secondaire, aux personnes qui souhaitent changer de carrière et aux parents.

La stratégie ministérielle sur les ressources humaines élaborée pour la fonction publique pour 2002 à 2005 a été revue par le sous-comité des ressources humaines du sous-ministre.

Pendant le dernier exercice, la CFP a continué de dispenser aux ministères des séances de formation sur la diversité en milieu de travail, en plus de soutenir les membres des groupes de l'équité en matière d'emploi dans leur quête d'un emploi dans la fonction publique.

La Division de la classification et des relations de travail offre des services contractuels de classification à la fonction publique, conformément à la *Civil Service Act*, de même qu'aux régies régionales des services de santé, aux commissions scolaires régionales et à d'autres organismes du secteur public.

On a effectué cette année quelque 350 examens de classification périodiques, en plus de 255 examens de postes dans le cadre du projet de conversion des emplois occasionnels.

Le groupe client de la fonction publique a reçu une formation sur la rédaction de descriptions de travail, sur les rôles et responsabilités, ainsi que sur le système d'évaluation. Une formation semblable est aussi prévue pour le secteur de la santé.

La Division participe toujours au projet d'établissement de postes repères de l'Atlantique, en collaboration avec les autres provinces de l'Atlantique. Au cours du dernier exercice, les renseignements sur les avantages sociaux et le système en ligne, permettant la tenue et la mise à jour continuelles de ces renseignements, ont beaucoup attiré l'attention, et on prévoit maintenant que le projet sera mis en œuvre l'an prochain.

La Division a représenté le Trésor de l'Île-du-Prince-Édouard à deux tables de négociation, où les employés techniques et de bureau étaient représentés par le *International Union of Operating Engineers*, et les travailleurs sociaux, le corps para-infirmier et le personnel administratif, par le SEFP. À ces deux tables, on est parvenu à négocier trois conventions.

La Division a continué de coordonner la formation des gestionnaires et des superviseurs grâce aux modules de la série portant sur les relations de travail fournis par HRA Inc. dans le cadre d'une entente contractuelle.

La Section des services ministériels de la Division des services ministériels, des systèmes et de l'administration coordonne le Groupe des gestionnaires des ressources humaines, qui se réunit une fois par mois pour échanger des idées, communiquer de l'information concernant les initiatives en cours, donner de la rétroaction sur les politiques et les procédures et discuter de questions liées aux ressources humaines.

Pendant l'exercice, la Division a coordonné, dans le cadre de l'initiative de gestion des dossiers par séries, l'inventaire de tous les dossiers de la CFP. Au total, le Comité des dossiers publics a approuvé 51 calendriers de conservation et d'élimination des dossiers.

La CFP demeure fidèle à son engagement envers la mise à niveau et la mise en œuvre du Système de gestion des ressources humaines (SGRH), y compris les services de paye. Le personnel a poursuivi le travail préparatoire relatif à cette initiative pendant l'exercice.

Lorsqu'on a cessé l'utilisation du système d'ordinateur central en mars 2004, le système de paye est passé à un environnement Unix. Le personnel de la Division a participé activement à la mise à l'essai du système de paye afin de s'assurer qu'il continue de fonctionner comme prévu.

Le personnel de la Division des services ministériels, des systèmes et de l'administration a également aidé la Division de la dotation et de la planification des ressources humaines à examiner le site d'emploi en ligne et à cerner les améliorations possibles.

En août 2003, le Conseil du Trésor a approuvé l'initiative visant à transférer la responsabilité de l'administration de la caisse de retraite des enseignants du ministère de l'Éducation au secteur des avantages sociaux de la CFP. Le transfert des tâches administratives aura lieu au cours du prochain exercice, et la conversion des données sur les enseignants dans le système d'administration des régimes de retraite Ariel se terminera en 2005.

Pendant l'exercice, le personnel du secteur des avantages sociaux a tenu 11 séances d'information devant plus de 300 employés.

La Conférence des administrateurs des régimes de retraite du secteur public 2003, organisée par le gouvernement de l'Île-du-Prince-Édouard en collaboration avec la Fédération des enseignants de l'Île-du-Prince-Édouard, a eu lieu à Charlottetown, du 27 au 30 juillet.

En juin 2003, un troisième groupe de candidats à des postes de leadership se sont inscrits au programme Pathways to Leadership, qui a été lancé en juin 2000. En guise de reconnaissance de l'importance de ce programme, l'organisme a offert des emplois au sein de la fonction publique provinciale à plusieurs membres des premier et deuxième groupes de participants au programme.

En collaboration avec le Réseau des gestionnaires, le Centre d'apprentissage a continué d'offrir des possibilités d'apprentissage aux gestionnaires et aux superviseurs travaillant au sein des trois échelons de la fonction publique de l'Île-du-Prince-Édouard.

Pendant tout l'exercice, on a beaucoup sollicité les fonds axés sur la formation et le perfectionnement des employés syndiqués et exemptés. En effet, à la fin de l'exercice, un financement total de 300 000 $ avait été accordé aux employés admissibles à ces fonds.

Cette année, le secteur de la santé et de la sécurité au travail a consacré une bonne partie de son temps à aider les ministères à rédiger leur programme de santé et de sécurité au travail.

Plus de 730 employés ont reçu une formation sur des sujets comme les espaces clos, l'ergonomie, la prévention des chutes et la sécurité générale.

Au total, 106 incidents et 47 accidents entraînant une perte de temps ont fait l'objet d'une enquête et été enregistrés dans la banque de données.

On a de nouveau enregistré, dans le cadre du Programme d'aide aux employés (PAE), un nombre élevé de demandes pour des services de counselling de tous les secteurs. En fait, on a reçu 370 nouvelles demandes, dont 103 de la fonction publique, 92 du secteur scolaire et 175 du secteur de la santé.

Le personnel du PAE a aussi coordonné une formation en collaboration avec les comités sur le mieux-être en milieu de travail. Il a tenu des séances sur la gestion du stress au sein des trois secteurs.

Le Centre de formation en français a dispensé une formation linguistique à temps plein aux fonctionnaires fédéraux par l'intermédiaire d'un contrat avec la Commission de la fonction publique du Canada.

Le Centre a aussi offert, dans diverses régions de l'Île, un programme à temps partiel de deux trimestres comprenant des cours allant du niveau débutant au maintien des compétences. Durant l'exercice, 251 employés ont suivi un total de 1 289 heures de formation en français.

Un certain nombre de recommandations du plan ministériel de mieux-être en milieu de travail ont été mises en œuvre pendant l'exercice, y compris le lancement d'un site intranet sur le mieux-être et d'un plan de retenue salariale pour les employés qui s'abonnent à un centre de conditionnement physique.

La CFP coordonne toujours le Programme de prix à l'innovation pour les employés. Ce programme vise à favoriser l'innovation au sein de la fonction publique, ainsi qu'à reconnaître et à récompenser les employés et les équipes qui proposent des innovations qui sont ensuite mises en œuvre et qui permettent de réduire considérablement les coûts pour le gouvernement, ou encore qui améliorent les services à la population, le mieux-être ou la sécurité en milieu de travail.

Cette année, 21 suggestions ont été mises en œuvre et 22 font actuellement l'objet d'un examen pour déterminer si elles peuvent être mises en application. Les suggestions mises en œuvre permettent d'améliorer considérablement la fonction publique.

Cette année, la plaque pour le ministère dont les employés ont présenté le plus grand nombre de suggestions a été remise à Transports et Travaux publics, et le gagnant pour le ministère dont les employés ont présenté le plus grand nombre de suggestions mises en application a été Développement et Technologie. Le prix de reconnaissance des initiatives ministérielles novatrices qui ne répondent pas aux critères du Programme de prix à l'innovation pour les employés a été remis au ministère de l'Agriculture, des Pêches, de l'Aquaculture et des Forêts.

De plus, la CFP organise et coordonne le programme de reconnaissance des longs services, qui honore les employés qui comptent 20, 25, 30 et 35 années de service continu.

Le premier ministre Pat Binns a tenu une réception le 20 juin pour souligner les 20, 25, 30 et 35 années de service continu des employés de la fonction publique. Deux personnes avaient 35 ans de service; 35 personnes avaient 30 ans de service; 45 personnes avaient 25 ans de service et 39 personnes avaient 20 ans de service.

Ces faits saillants font ressortir non seulement le niveau et la variété des activités entreprises pendant l'année, mais aussi les succès obtenus par la CFP de l'Île-du-Prince-Édouard en ce qui a trait à l'exécution de son mandat.

Premier's Long-term Service Awards Recipients

Récipiendaires des récompenses du Premier ministre pour longs états de service

20 years / 20 ans

25, 30 and 35 years / 25, 30 et 35 ans

Staffing and Human Resource Planning Division

Staffing Activity

The past year has been very active with staffing transactions within the civil service. A major casual conversion initiative began early in the year, converting over 300 casual positions to permanent status. Long-standing casual positions were identified, those required for essential business were converted to permanent status, and they were then staffed in accordance with the *Civil Service Act* and the UPSE Collective Agreement. The Public Service Commission coordinated this activity.

Following the provincial election in the fall of 2003 various restraint measures were put in place to deal with the increasing deficit. One of these measures involved staffing activity and required Executive Council review and approval to fill any vacancy within the civil service, health regions and education system. The Public Service Commission was tasked with developing a review process and processing Executive Council staffing request memorandums on a weekly basis.

Recruitment

In addition to our regular recruitment initiatives, the commission was involved in two new projects launched over the past year. The Public Service Commission partnered with the Department of Education to sponsor a recruitment event on a National Take Your Kids to Work Day, the purpose of which was to highlight careers within the civil service. High school students from all over the province were invited to join government employees for the day, job shadowing in careers which were of interest to them. They also had a chance to meet with young civil service employees to learn more about the benefits of working for government and the opportunities for many careers within one large employer.

Another major career promotion initiative began, funded by LMDA, which provides high school students, career changers, and parents with current local labour market information. This program is a partnership between various workforce sectors (e.g., health, tourism, trades, etc.) and the various levels of government, and is meant to provide the information necessary for individuals to make good career choices.

Human Resource Planning

A Corporate Human Resource Strategy was developed for the civil service for years 2002-2005. The Deputy Ministers' HR Sub-Committee reviews the goals on an annual basis and also identifies strategies to support these goals. Approximately half the government departments have developed human resource plans that incorporate the goals from the corporate strategy, and also deal with human resource issues particular to the department.

The health sector has also begun a human resource planning process. The Department of Health and Social Services, the regional health authorities, the Public Service Commission and other partners have prepared a draft version of a system-wide plan, and the individual regions have begun the planning process to develop their own plans.

Diversity

Over the past year, the Public Service Commission continued to take an active role in providing leadership in the area of diversity and employment and equity.

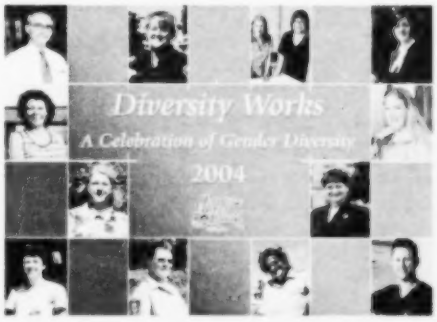
One of our major roles is to provide employment advice and assistance to qualified individuals from designated groups who are seeking employment with the provincial government. There are 347 active clients in the inventory, and during the 2003-2004 year, several placements were made within the regular workforce and among our student programs.

The second annual Premier's Award for Diversity Leadership was presented to three individuals – Irwin Campbell, Beryl Bujosevich, and Sheri Coles – and a 2004 Diversity calendar was produced. The calendar project was such a success that plans are underway to make this an annual project.

The Public Service Commission and the Diversity Advisory Committee assisted departments with the incorporation of diversity action plans into strategic and HR plans.

Service Delivery to Health Sectors

The Public Service Commission provides a centralized staffing service to both the civil service and the health regions. The commission and the health regions are reviewing the terms of their contract and have committed to using a Client-Orientated Service Improvement Program Model (COSIP) to develop new approaches for their delivery processes.



Classification and Labour Relations Division

The Classification and Employee Relations division contributes toward a productive workforce through leadership and service in human resource management. To achieve this, the division is organized into two sections.

Classification Services (General)

The role of Classification Services is to determine the relative worth of jobs. This is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

To this end, Classification Services is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for salary negotiation. The section also provides advice on organizational design and compensation.

Classification Services provides services for departments of government in accordance with the *Civil Service Act*. Classification Services are provided to the regional health authorities and regional school boards and to other public sector organizations on contractual basis.

Classification Activities

Communication continues to be a key priority of the division. The civil service client group has received training opportunities on job description writing, roles and responsibilities and on the evaluation system. The Health Sector client group has been active in planning for similar courses. The benefits of training have been seen as we are receiving better job descriptions and clients have a better understanding of our role.

Approximately 350 regular classification reviews were conducted by staff during the year. As well, the 255 positions staffed during the casual conversion project this past year were classified by the division.

We have continued to be a partner in the Atlantic Benchmark Project as described in our 2002-2003 annual report. During the past year, the benefits information and the online system for continuous update and maintenance requirement has received significant attention. The job specification project has been more challenging than anticipated and was not completed within established time frames. It is now planned that the project will be implemented next year.

Labour Relations Services (General)

Labour Relations Services provides:

- assistance to management within the civil service on human resource issues;
- represents Treasury Board in collective bargaining within the public sector;
- provides advice on the administration and interpretation of the collective agreement between government and the Union of Public Sector Employees;
- develops and implements, with the assistance of government departments, policies and programs consistent with organizational needs; and
- provides education on modern labour relations practices.

The administration of the cross-sectoral labour relations contract with HRA Inc. is administered by this section.

Labour Relations Activities

The division represented Treasury Board on two collective bargaining tables during the year. Both of these were in the health sector and achieved three-year agreements through negotiation with economic adjustments as follows:

- April 1, 2003 – 3.25 per cent,
- April 1, 2004 – 3 per cent,
- April 1, 2005 – 2.75 per cent.

Employees affected by these increases were the clerical and technical workers represented by the International Union of Operating Engineers and the social worker para-nursing and administrative employees represented by the Union of Public Sector Employees.

The division partnered with the Department of Education to develop the knowledge base within the civil service and education sectors on the duty to accommodate. Particular emphasis was placed on understanding the roles and collaboration potential between health professionals.

Training with managerial and supervisory employees continued through the labour relation series modules through our contract with HRA Inc. The loss of the Civil Service Learning Centre was a blow to the human resources field in general as the expertise to develop in-house learning practices has been lost.

Ongoing activities including providing advice in disciplinary matters, workplace harassment issues, managing the probationary employee and general performance management continued throughout the year.

Corporate Services, Systems and Administration Division

The Corporate Services, Systems and Administration Division provides leadership in the areas of pensions and benefits, payroll administration, systems administration and corporate services. The division is composed of the following sections.

Corporate Services

The section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Updates to the Human Resource Policy and Procedures Manual continue to be initiated by the section. The Human Resource Policy and Procedures Manual is accessible to staff through the Intranet.

The section coordinates the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR-related issues. The HR Forum is highly valued as a networking and communication vehicle within government.

As part of the records management initiative the division coordinated the completion of records series inventories for all PSC records. During the year 51 records retention and disposition schedules were presented to the Public Records Committee. The schedules which now form the basis of the new records management system were approved by the Public Records Committee.

Systems and Administration

Systems and Administration provides a variety of services to the civil service and health sectors and to the internal staff of the Public Service Commission. Services include management of the civil service payroll, Human Resources Management System for the civil service and health sectors, advice and assistance on human resource technology initiatives, advice on administration of the collective agreement between government and the Union of Public Service Employees and Public Service Commission administration.

Services to the departments and health regions include reporting on HR data and payroll data (civil sector). We continue to meet regularly with civil and health sector user groups to ensure processes and systems meet the needs of the various organizations.

The Public Service Commission remains committed to the upgrade and implementation of the payroll and Human Resource Management System. Due to many factors this initiative is very slow in getting started.

Systems and Administration continues to support the various divisions of the Public Service Commission and departments to find technical solutions which will assist in the improvement of human resource processes. Such improvements include:

- The mainframe which houses the payroll system was decommissioned in March 2004 after the migration of payroll to a Unix environment. The section was heavily involved in system testing to ensure the payroll continues to operate as expected.
- The Staffing and HR Planning Division and Systems and Administration staff are in the process of improving the online job site. The intention is to revamp the site with a greater focus on recruitment and making it easier for applicants to apply for positions within government and the health sector.
- Development of an online employee orientation program. This project will provide new employees with valuable information soon after they begin their employment. This project remains ongoing and will not be available until 2005.

Pensions and Benefits Section

The Employee Benefits Section is responsible for paying the costs and premiums for benefit programs such as group insurance, workers compensation, retirement payments and pension programs offered to both active and retired government employees. The section also provides centralized administration for the Civil Service Superannuation Fund (CSSF), the MLA Pension Plan and the Provincial Judges Pension Plans.

In August 2003, Treasury Board approved the initiative to transfer responsibility for the administration of the Teachers' Superannuation Fund from the Department of Education to the Employee Benefits Section of the Public Service Commission. The transition of the administration duties will take place next year with the conversion of teachers data to the Ariel pension administration system to be completed in 2005.

The CSSF has approximately 3,100 active members and 1,500 retirees. The active members work for 18 different public sector employers. Employee Benefits has taken a proactive role in keeping members up to date on their pension plan by conducting in the last year 11 information sessions for more than 300 employees. These sessions were conducted for both employees approaching retirement and other active members wishing more information on their pension plan.

The 2003 Public Sector Pension Plan Administrators Conference was held in Charlottetown from July 27 to 30 and was jointly hosted by the Province of PEI and the PEI Teachers Federation. Staff from Employee Benefits played a key role in hosting 75 delegates from public sector and teacher pension plans from across Canada. The conference provided public sector pension plan administrators with the opportunity to meet with their counterparts and discuss issues relevant or unique to public sector pensions.

The Employee Benefits Section provides leadership and direction to both employees and employers from the public sector with regards to administration of benefits and pensions. The Public Service Commission is committed to providing ongoing education to staff to ensure a high level of knowledge and proficiency in the area of pension benefits for public sector plans is maintained.

Learning and Development Division

The Learning and Development Division is mandated to contribute to fulfilling government's commitment to becoming a learning organization and to create continuous learning opportunities for its employees.

This is accomplished through the delivery of programs that foster leadership development, personal growth, individual well-being and safe, productive work sites.

The division is organized into the following program areas:

- The Learning Centre
- French Language Training
- Employee Assistance
- Occupational Health and Safety
- Wellness
- Management Trainee Program

The Learning Centre

The Learning Centre continues to provide quality learning and development opportunities to Prince Edward Island Public Service employees by "inspiring the potential in people through leadership and learning."

The Pathways to Leadership initiative, launched in June 2000, has become the focal point of the efforts of the Learning Centre staff. An evaluation of the Pathways to Leadership Foundation Program further emphasized this point by recommending that, "...the Foundation Program become a core training program for the public service." The organization has immediately recognized the value of the program by offering new employment opportunities within the provincial civil service to several recent graduates of the first and second program groups. A third intake of leadership candidates began the program in June 2003.

In addition to the Pathways to Leadership program, Learning Centre consultants respond to a wide variety of requests for customized interventions within government departments. Recent changes in our provincial health system has contributed to a new demand for consulting and intervention services.

The Learning Centre continues to partner with the Managers' Network to deliver learning opportunities to managers and supervisors working in the three levels of the PEI public service.

Activity in both the Unionized and Excluded Employee Development and Training Funds continued to be very strong during the year. By the end of the fiscal year, $300,000 in total funding had been awarded to eligible employees through the funds. Overall, the fund has had a very positive impact across government and employees appreciated the financial assistance.

Occupational Health and Safety Program

A major time commitment this year was acting as a resource to the individual departments in writing their OHS programs. It involved researching other OHS programs, facilitating group meetings, providing consultations with individual department personnel, and providing copies of information either by mail or e-mail.

Program staff also developed and wrote the OHS Program for the Public Service Commission.

Training was provided to over 730 employees in the areas of:

- Confined Space Awareness
- Workplace Hazardous Material Information System (WHMIS)
- Ergonomics
- Workplace Inspections/Accident Investigation
- Fall Protection
- Heat Stress
- OHS Committees
- OHS Act/Regulations
- General Safety Awareness

Included in the above training statistics were young workers employed with Environment and Transportation and Public Works.

Workplace inspections, ergonomic assessments, indoor air quality tests, individual hearing tests, and worksite noise level tests were conducted.

A total of 106 incidents and 47 time-loss accidents were investigated and recorded in a database. Time-loss accidents require regular follow-up until the employee returns to the workplace.

The OHS Section participated jointly with the Union of Public Sector Employees in providing a Health and Safety Conference attended by 120 people.

Rehabilitative services were provided to employees receiving LTD benefits.

Some other ways program staff provided resources to departments were: posters, pamphlets, loaning videos, assisting in compliance with the *OHS Act* and Regulations, assisting OHS committees and representatives in their roles and generally helping to make the provincial government worksites safe places to be employed.

Employee Assistance Program

The Employee Assistance Program (EAP) continues to provide support, consultation and counselling to employees, and their immediate families, within the public sector of the civil service, health regions and school boards.

The program receives guidance and support from a Joint Advisory Committee made up of representatives from the three public sectors, employees and their five unions. The Advisory Committee members are a valuable support in marketing the program in the workplace through circulating brochures, posters and generally talking about the voluntary and confidential nature of the service.

The demand for counselling service continued to be strong with requests coming from all sectors. In addition to open cases, there were 370 new requests with 103 of these coming from the civil service, 92 from the school sector and 175 from the health regions.

Supervisors' knowledge of the program is extremely valuable in connecting employees with the service. Over 31 per cent of the employees using the service stated they learned of it from their supervisor. As well, supervisors continue to consult with EAP staff about how to provide support to employees in the area of stress.

As part of providing support to the workplace, EAP staff coordinated training in conjunction with worksite wellness committees. Specific sessions were delivered across all three sectors in the area of stress management. Staff also consulted with worksites in how best to set up a wellness committee in order to address needs in the workplace.

French Language Training

The primary mandate of the Language Training Program is to provide provincial government employees with quality part-time language training at a variety of levels from beginner to maintenance of French language skills. The program supports the provincial *French Language Services Act* by developing the French language skills of provincial government employees. The goal is to augment government's bilingual capacity.

In 1998 a federal/provincial partnership was formed to provide French language training to provincial and federal government employees on Prince Edward Island. Since that time, provincial and federal programs are co-located at the Language Training Centre, 119 Kent Street in Charlottetown.

Under the five-year partnership agreement, the province once again contracted with the Public Service Commission of Canada to deliver full-time language training to 14 federal government employees. Part-time training was also provided for combined groups of provincial and federal government employees.

The part-time program is comprised of levels from beginner to maintenance and operates over two semesters in various locations across the Island. In the year 2003-2004, 251 employees completed a total of 1,289 hours of instruction in French, representing 32 classes. Most employees were successful in their effort to complete the courses on personal time.

French Language Training continued to provide French oral proficiency evaluations on demand for Staffing and Human Resource Planning. Intermediate students are annually invited to take part in an oral proficiency evaluation interview. French Language Training maintains a database of bilingual provincial government employees who have kept up their French proficiency skills.

Throughout the year, French Language Training collaborated with Acadian and Francophone Affairs in promoting bilingual services throughout provincial government.

Workplace Wellness

Fiscal year 2003-2004 witnessed a number of achievements for the PEI government Workplace Wellness Corporate Plan. The plan, which was endorsed by the Province in March 2003, had all but one of the eight recommendations in various stages of implementation.

Highlights included:

- Launching of our Wellness Intranet Site
- Initiation of our Employee Payroll Deduction Plan for fitness memberships (167 government employees participated)
- Dr. Linda Duxbury workshop – designed to address workplace organization and culture issues for government directors and managers
- Successful utilization of our government/employee training and development fund for various health promotion initiatives

Management Trainee Program

The Management Trainee Program provides developmental opportunities and placements throughout government for Management Trainees, aimed at development of future leaders for the public service. As a result of the most recent competition, two new trainees began their placements early in the year.

The quality of the work performed by the trainees in all placements has been acknowledged as being of high level, and is indicative of the competencies and motivation that recent grads bring to the workforce. The ability of the program to attract such highly skilled individuals is a positive sign as we move into a challenging time in recruitment.

Management Trainees 2003-2004

Lisa Frizzell

Shaun MacNeill

Public Service Commission and the *French Language Services Act*

Progress Summary

A key area of activity in support of the *French Language Services Act*, continues to be the provincial French Language Training Program, offering evening language courses to provincial government employees including the health sector. Over two semesters from September 2003 through May 2004, 110 employees benefited from French courses held in Charlottetown and Summerside at varying levels from introductory and beginner through intermediate and maintenance. Each course represents anywhere from 28 to 56 hours of employee personal time.

At the end of language training courses in April, provincial employees enrolled at advanced levels are offered the opportunity for a formal assessment of their speaking ability. Approximately 20 employees were evaluated.

As part of the staffing process, the Staffing and Human Resource Planning Division referred approximately 30 individuals for language testing.

The testing service is available to all government departments and PSC maintains an inventory of bilingual employees in the human resources management information system, Peoplesoft.

The Public Service Commission renewed an agreement with Language Training Canada for testing services in reading proficiency and general grammar knowledge in French. These additional assessments support the spoken proficiency assessments and are available to human resources managers and staffing personnel as needed.

Currently, 162 employees are deemed bilingual: 72 are civil service employees and 90 are within the health regions. In addition to these figures there are a number of casual and contract bilingual employees.

The Public Service Commission also employs two bilingual staffing officers. Job application forms are available in French for those who wish to apply for government positions online or in person. Opportunity for professional development in French is also available such as with the Insights Discovery Personal Profile, a tool for individuals to gain a detailed understanding of their working style in order to improve their effectiveness both as a person and as a professional.

La Commission de la fonction publique et la *Loi sur les services en français*

Rapport récapitulatif

Le Programme provincial de formation linguistique en français continue d'être un des secteurs d'activité clés à l'appui de la *Loi sur les services en français*, offrant des cours de français en soirée aux fonctionnaires provinciaux, y compris du secteur de la santé. Au cours des 2 trimestres, soit de septembre 2003 à mai 2004, 110 employés ont bénéficié des divers cours de français donnés à Charlottetown et à Summerside, des cours d'introduction et pour débutants aux cours intermédiaires et de maintien des compétences. Les cours, dont la durée varie entre 28 et 56 heures, sont donnés en dehors des heures de travail.

À la fin des cours de formation linguistique, en avril, les fonctionnaires provinciaux inscrits à des cours de niveau avancé ont la possibilité de faire évaluer officiellement leur capacité d'expression orale. Une vingtaine d'employés ont été évalués.

Dans le cadre du processus de dotation, la Division de la dotation et de la planification des ressources humaines a envoyé une trentaine de personnes en évaluation linguistique.

Le service d'évaluation est offert à tous les ministères, et la Commission de la fonction publique (CFP) conserve un répertoire des employés bilingues dans PeopleSoft, le système d'information de gestion des ressources humaines.

La CFP a renouvelé son entente avec Formation linguistique Canada pour les services d'évaluation de la compétence en lecture et de la connaissance générale de la grammaire française. Ces évaluations supplémentaires appuient les évaluations de la compétence orale, et les gestionnaires des ressources humaines ainsi que le personnel de la dotation peuvent s'en prévaloir au besoin.

À l'heure actuelle, 162 employés sont jugés bilingues, dont 72 employés de la fonction publique et 90 employés des régies régionales des services de santé. De plus, on compte un certain nombre d'employés occasionnels et contractuels bilingues.

La CFP emploie aussi deux agents de dotation bilingues. Des formulaires de demande d'emploi sont accessibles en français pour ceux qui souhaitent postuler un emploi au sein du gouvernement, en ligne ou en personne. Des possibilités de perfectionnement en français sont aussi offertes, comme le profil personnel *Insights Discovery*, un outil qui permet aux gens d'obtenir une compréhension détaillée de leur style de travail afin d'accroître leur efficacité sur les plans personnel et professionnel.

Implementation of the Workplace Diversity Policy – Progress Report

The PEI Public Service Commission continued to take an active leadership role in the area of diversity and employment equity developing initiatives that best support the diversity goals of government. Our Diversity Policy goal is to define the roles and responsibilities for diversity promotion to create a workplace that reflects and is representative of the province's diversity. It aims to support a strong and effective public service and a welcoming and inclusive work environment. The PSC also plays a leading role in implementing the diversity policy on a government-wide basis promoting diversity across the public service, and providing support to enable departments to develop effective plans. The PSC and the Diversity Advisory Committee agreed to review the Diversity and Equity Policy including an administration of a workplace diversity survey in 2005.

During the last year a number of departments gave special consideration to workplace diversity and incorporated diversity action plans into their strategic planning. The PSC regularly met with the PEI Diversity Advisory Committee and discussed all initiatives and progress on the government-wide diversity promotional strategy. PSC developed diversity guidelines and distributed the template among departments. A number of meetings were facilitated with HR managers to focus on providing support and information in developing diversity objectives specific to their mandate and program goals. The diversity program continued to network with departmental human resource staff to promote diversity and equity issues.

Training and Education on Diversity

The PSC Diversity program developed diversity awareness information which is now included in the training manual for new employees. In addition, a few presentations were delivered as part of the Welcome to the Service program. Materials and information were produced on diversity programs, through conference and seminars. The diversity consultant supported and encouraged employees to attend seminars, workshops, and training on diversity, and preventing discrimination and harassment. The PSC Diversity Consultant also attended meetings and delivered presentations with community-based organizations, academic institutions, and career development agencies that provide service to aboriginal peoples, visible minority members, and people with disabilities. The diversity consultant attended training workshops, seminars and conferences on diversity issues. These included Atlantic Multicultural Conference, Human Rights in the Workplace, HRANS seminars, PEI Career Development Inc., Atlantic Police Academy, PEI Federal Council, CBC Public Consultation Forum, Making Sexual Orientation Visible in the Workplace, etc.

Diversity Promotional Activities

The PSC developed nomination criteria for the Premier's Award for Diversity Leadership and a presentation was made through partnership with the PEI Human Rights Commission. The 2004 Diversity Calendar, Diversity Works was also launched at this ceremony. The PSC organized a Diversity Concert during Public Service Week and launched the video Valuing Our Diversity. The Diversity Program partnered with major cultural events and celebrations such as Faces of Canada, International Tea House, International Day for the Elimination of Racial Discrimination, International Human Rights Day, Canada Mosaic Day, Atlantic Summer Institute, etc.

Communication Strategies on Diversity Policy

The diversity consultant updated and maintained the diversity Web site and provided various information related to diversity issues. Diversity news was regularly included in the Community News and PSC Newsletter. The value of diversity was highlighted in publications and newsletters. The diversity consultant continued to deliver policy information and program updates to departmental management committees.

Diversity Client Information

The PSC Diversity Program maintained an inventory of qualified individuals from designated groups who were seeking potential work opportunities. Referrals were made to various government organizations. There are currently 347 active clients in this inventory (253 people with a disability, 70 visible minority members and 24 aboriginal peoples). Partnerships were formed with the Employment Development Agency and Seasonal Hiring Centre to assist in the placement process. During the last year, term placements were provided for eight designated group members. In addition, several students were hired for summer employment. The Diversity Program provided some financial support for these placements. The PSC regularly encouraged designated group members and students to self-identify as belonging to one of the designated groups. This assists the PSC in monitoring statistics and determining progress.

Other Initiatives

The PSC regularly shared information about the importance of working to ensure our workforce reflects the diversity of the province and maintained an ongoing positive working relationship with the UPSE and the PEI Human Rights Commission. The diversity consultant continued to engage in active outreach activities in order to encourage career opportunities in the civil service with various diversity groups, as well as university and community colleges. These included ongoing outreach to organizations representing the visible minority community, persons with disabilities and visits to Adult ESL classes and employment agencies that work with members of visible minorities and/or immigrant clients and support services such as Tremploy Inc., Career Development Services, PEI Council of the Disabled, etc. The diversity consultant also met with organizations representing aboriginal members and attended events sponsored by these communities.

Organizational Chart

Appendix A – Public Service Commission Budget

Public Service Commission
Expenditures and Revenue

Division	Unaudited Actual 2003/2004	Budget *Revised* 2003/2004	Budget Estimate 2003/2004
Expenditure Budget			
Management	225,764	239,600	242,000
Classification and Labour Relations	1,293,384	1,307,700	1,282,500
Learning and Development	1,452,947	1,418,000	1,413,200
Staffing and HR Planning	1,098,118	1,126,000	1,102,600
Corporate Services, Systems and Administration	1,451,001	1,470,900	1,472,200
Total PSC Expenditures	**$ 5,521,214**	**$5,562,200**	**$ 5,512,500**
Revenue Budget			
Management	0	0	0
Classification and Labour Relation	0	0	0
Learning and Development	372,890	358,600	322,600
Staffing and HR Planning	506,313	506,300	506,300
Corporate Services, Systems and Administration	221,759	230,300	230,300
Total PSC Revenue	**$ 1,100,962**	**$1,095,200**	**$ 1,059,200**

Other Budgetary Responsibilities

The Employee Benefits budget is approved by the Legislative Assembly under separate appropriation vote and is administered by the PEI Public Service Commission.

	Unaudited Actual 2003/2004	Budget *Revised* 2003/2004	Budget Estimate 2003/2004
Division			
Employee Benefits	1,557,794	991,500	915,900
Pension and other Retirement Benefits – Note #1	15,220,242	17,396,700	10,438,000
Interest on Unfunded Pension and Retirement Benefits – Note #2	28,501,426	0	0
Total Employee Benefits Expenditures	**$45,279,462**	**$18,388,200**	**$11,353,900**

Note #1 A total of $8,199,408 in additional pension and retirement expenses were recorded by the Department of Education, Department of Health and Social Services and the Department of Community and Cultural Affairs.

Note #2 Public Sector Accounting Guidelines require the province to record the interest expense related to its unfunded pension and other retirement benefit programs.

Appendix B-1 – Civil Service Establishment

Civil Service Establishment

as of March 31, 2004

Department /Agency	Exec Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture and Forestry	1	128	18	51	0	197	19	6	25	51	274
Attorney General	0	213	44	53	0	310	42	6	48	88	446
Auditor General	1	9	6	0	0	15	4	0	4	0	20
Community and Cultural Affairs	2	108	15	24	0	147	16	4	20	34	203
Development and Technology	1	53	8	4	0	65	4	4	8	23	97
Education	1	66	15	1	0	82	12	0	12	61	156
Employment Development Agency	0	4	1	1	0	6	2	2	4	5	15
Executive Council	4	6	10	0	0	16	8	2	10	8	38
Fisheries Aquaculture and Environment	2	65	9	3	0	77	5	6	11	8	98
Health and Social Services	2	122	32	11	0	165	22	2	24	34	225
Liquor Control Commission	1	89	5	19	0	113	12	8	20	71	205
Provincial Treasury	1	178	26	1	0	205	24	0	24	39	269
Public Service Commission	1	0	47	4	0	51	2	0	2	23	77
Tourism	1	43	9	59	0	111	2	23	25	8	145
Transportation and Public Works	1	358	21	176	0	555	86	79	165	193	914
Total at March 2004	19	1442	266	407	0	2115	260	142	402	646	3182
Total at March 2003	19	1296	242	390	5	1933	256	78	334	855	3141
Difference From Last Year	0	146	24	17	-5	182	4	64	68	-209	41

Legend: FT = Full-time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time

Appendix B-2 – Length of Service Profile

Classified Division, Full-time and Part-time
March 31, 2004

Service	Male	Female	Total	Percentage of Total
0 - 4 years	364	198	562	26.6%
5 - 9 years	189	197	386	18.2%
10 - 14 years	164	135	299	14.1%
15 - 19 years	166	163	329	15.6%
20 - 24 years	126	85	211	10.0%
25 - 29 years	117	93	210	9.9%
30 - 34 years	73	39	112	5.3%
Over 35 years	3	3	6	0.3%
Total	**1,202**	**913**	**2,115**	**100.0%**
Average years service	13.3	13.5	13.4	

Appendix B-3 – Age Profile

Classified Division, Full-time and Part-time
March 31, 2004

Age	Male	Female	Total	Percentage of Total
Under 25	7	2	9	0.4%
25 - 29	52	45	97	4.6%
30 - 34	85	79	164	7.8%
35 - 39	138	108	246	11.6%
40 - 44	194	191	385	18.2%
45 - 49	256	182	438	20.7%
50 - 54	240	176	416	19.7%
55 - 59	162	102	264	12.5%
60 - 64	62	25	87	4.1%
Over 65	6	3	9	0.4%
Total	**1,202**	**913**	**2,115**	**100.0%**
Average Age	46.7	45.4	46.2	

Appendix B-4 – Departmental Profile

Classified Division, Full-time and Part-time
March 31, 2004

Department	Male	Female	Total
Agriculture and Forestry	127	70	197
Attorney General	153	157	310
Auditor General	6	9	15
Community and Cultural Affairs	62	85	147
Development and Technology	15	50	65
Education	37	45	82
Employment Development Agency	1	5	6
Executive Council	4	12	16
Fisheries, Aquaculture and Environment	47	30	77
Health and Social Services	40	125	165
Liquor Control Commission	59	54	113
Provincial Treasury	111	94	205
Public Service Commission	10	41	51
Transportation and Public Works	471	84	555
Tourism	59	52	111
Total	**1,202**	**913**	**2,115**

Appendix B-5 – Separations

Classified Division
March 31, 2004

Reason	Male	Female	Total
Retirement	7	2	9
Resigned	10	9	19
Dismissed	0	0	0
Deceased	1	1	2
Lay-off	1	2	3
Total	**19**	**14**	**33**

Appendix C-1 – 2003-2004 Staffing Statistics

	Government	Health Sector	Total
Internal Competitions	480	1,291	1,771
External Competitions	65	177	242
Total Competitions	**545**	**1,468**	**2,013**
Competition Applicants	5,994	13,047	19,041
Qualified/Eligible Applicants	2,957	9,459	12,416
Permanent Appointments	295	845	1,140
Temporary and Casual Appointments	49	721	770
Total Appointments	**344**	**1,566**	**1,910**

Appendix D – 2003-2004 Classification Report

Location	Positions Classified
PEI Civil Service*	177
Health Regions**	145
Education Sector	2
PEI Liquor Control Commission	9
Workers Compensation Board	4
PEI BDI	14
Other	3
Total	**354**

* In addition to these files, 256 positions were classified for the civil service during the second, third and fourth rounds of the Casual Conversion project.

** The Department of Health and Social Services is included with health sector statistics.

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